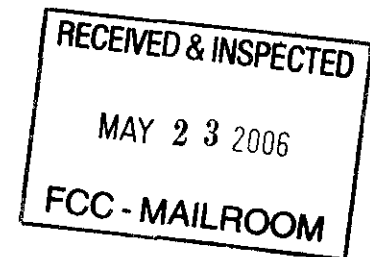


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County
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Phone:		Date:	May 23, 2006
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Comments:			

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May 23, 2006

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TO WHOM IT MAY CONCERN:

Applicant Name:	Whitley County School District
Billed Entity Number:	128835
Form 471 Application Number:	470478
Funding Request Number:	1304968
USAC Correspondence Received:	May 18, 2006
CC Docket:	No. 02-06
CC Docket:	No. 96-45
Request for review:	FRN 1304968.

The Decision Appeal letter for FRN 1304968 states that funding was "denied because 100% of this FRN is for a contract that includes maintenance that is not basic which is an ineligible service based on program rules." FRN 1304968 is for basic maintenance. The contract states Basic Maintenance Services.

FRN 1304968 requests on-site basic maintenance for 180 days. The denial letters states that we did not demonstrate that off-site technical support cannot be provided in a timely manner and that we did not demonstrate that on-site technical support is more cost effective. I made the statement in the appeal letter but I was not (and still am not) sure exactly what is required to demonstrate that we need on-site technical support in order to keep our network reliable enough for instructional use. My attempt is outlined below and is based on the price I received for basic off-site network maintenance.

The cost of off site technical support on an as needed basis for 8 man hours of billable time for basic maintenance service on an as needed basis is \$590 per day. Billable time includes travel.

Thelma Jones
FRN 1304968

Letter of Appeal
5/23/2006

Page 1 of 3

travel from the district as well as on-site time. At \$590 per day for an 8 hour day, the cost of travel is \$14.29. Travel time one-way requires 3 1/2 hours of that 8 hour billable day. We would be paying \$252.87 for traveling to our site. (Don't forget the return time.)

Basic maintenance is \$320 per day for an 8 hour day or \$45.71 per hour. Off site support is \$106,200 without the same amount of service or quick response. The 3 1/2 hour travel time does not mean that when you call for basic maintenance, the vendor will be dispatched immediately and be there within 3 1/2 hours. The vendor takes the time to dispatch someone to the site. Several times in the past we have been without network access for a week while we waited for the vendor to fit us into their schedule.

The vendor does not guarantee that off-site technical support can be provided on an need basis. If off-site technical support is more cost effective, please let us know what information you need for justification.

The contract letter states that the contract includes off-site technical support. The definition of Basic maintenance for FRN 1304968 is for basic maintenance. With basic maintenance, the vendor does not function and serve its intended purpose with the network. The vendor is hesitant to use technology and training that in the area of weather conditions that affect the quality of the network. A call made to a vendor at 8:00 am could possibly be addressed by the vendor at 10:00 or later on the same day. An off-site vendor cannot remove the network if the vendor is not available. For example, last year an electric transformer in one of the buildings "fried" a hard drive in one of the servers and the server lost its configuration in spite of the protection. On another school, one of the other schools caused the network to go down completely by battery backup and were powered back on. However, the network did not kick in to distribute access to the classroom.

Maintenance services do not include services that maintain the network or that enhance the utility of equipment beyond the transport of equipment. Services in excess of those necessary to maintain the equipment's operation are not included. If I am interpreting basic maintenance properly, FRN 1304968 is for basic maintenance. FRN 1304968 is for repair and upgrade of hardware and basic technical support including configuration. The calendar consists of 240 working days. FRN 1304968 request for a similar instructional school year of 180 days.

The requirements for USF is massive, time consuming, as well as confusing. It is a very effort to properly interpret and follow the requirements.

FRN 1304968

Chief of Appeal
5/23/2006

I have checked over the initial paperwork but I did not see an indication that this FRN is for the purpose of maintenance.

Based on the above information, I am asking that FRN 1304968 be funded and quickly

William Jones

*William Jones
Director of Technology
Washoe County School System
700 N. Virginia St.
Reno, NV 89509*

*Washoe County Schools.us
707-237-3000*

FRN 1304968

*End of Report
5/23/2006*